



DEFENSE LOGISTICS AGENCY
THE DEFENSE CONTRACT MANAGEMENT COMMAND
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MAR 13 1997

IN REPLY
REFER TO AQBC

MEMORANDUM FOR COMMANDERS, DEFENSE CONTRACT MANAGEMENT DISTRICTS

SUBJECT: Change No. 1 FY97 DCMC Metrics Guidebook

The FY97 DCMC Metrics Guidebook has been changed. The Change Pages (Attachment 1) replace identically numbered pages in the Guidebook. Revised text is highlighted on the Change Pages.

a. The following metrics have been deleted in their entirety:

- 1.6.1 Partnership Opportunities
- 1.7.1 Government Administrative Oversight
- 2.3.2 Industrial Base Assessments Taskings
Completed by Due Date
- 3.3.1 Percent of Initial First Article Submittals
Accepted
- 3.3.1.2 Percent of First Article Recommendations
Receiving PCO Concurrence
- 3.12.3 Percent of Contract Performance Measurement
Monitors Assigned
- 3.12.1.1 Percent of Contract Performance Measurement
Monitors Certified
- 3.12.1.2 Percent Below Level 3
- 3.12.1.3 Percent Threshold Based 60
- 3.12.2 Percent Joint Agreements

b. A metric is being developed to replace:

- 1.1.8 Contract Management Efficiency - Being
redefined

c. The following metrics have been changed:

- 4.2.2.1 Percent Overage with Canceling Funds - Title
changed to "Canceling Funds" and redefined
to measure the amount eligible to cancel on
all contracts regardless of status, i.e.,
active, physically complete, dormant, etc.

4.2.2.2 Percent Overage - Redefined to include only contracts which are assigned to an Administrative Contracting Officer, i.e., contracts residing in Part A of the Contract Administration Report

d. Reporting requirements for data elements relating to the metrics named above are also discontinued. Please stop reporting the following data elements in the Metrics System Transition Application:

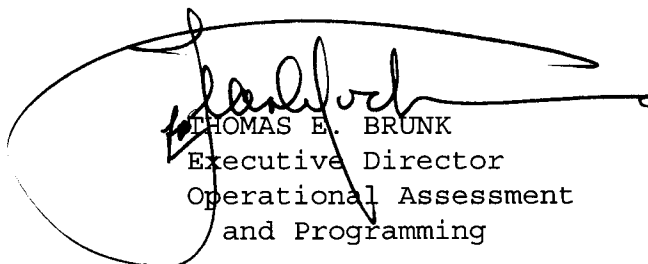
5.2.1 through 5.2.23 on the Government Administrative Oversight screen

10.2.1 and 10.2.3 on the Industrial Base Assessment screen

13.2.1 through 13.2.4 on the First Article screen

19.2.1 through 19.2.8 on the Contractor Performance Measures screen

e. Please refer questions or comments to Mr. Joseph F. Petrucelli, (703) 767-2426 or DSN 427-2426.



THOMAS E. BRUNK
Executive Director
Operational Assessment
and Programming

Attachment

cc:

AQOG (Mr. Horne)

FY1997 DCMC Metrics Guidebook
Change No. 1
Change Pages

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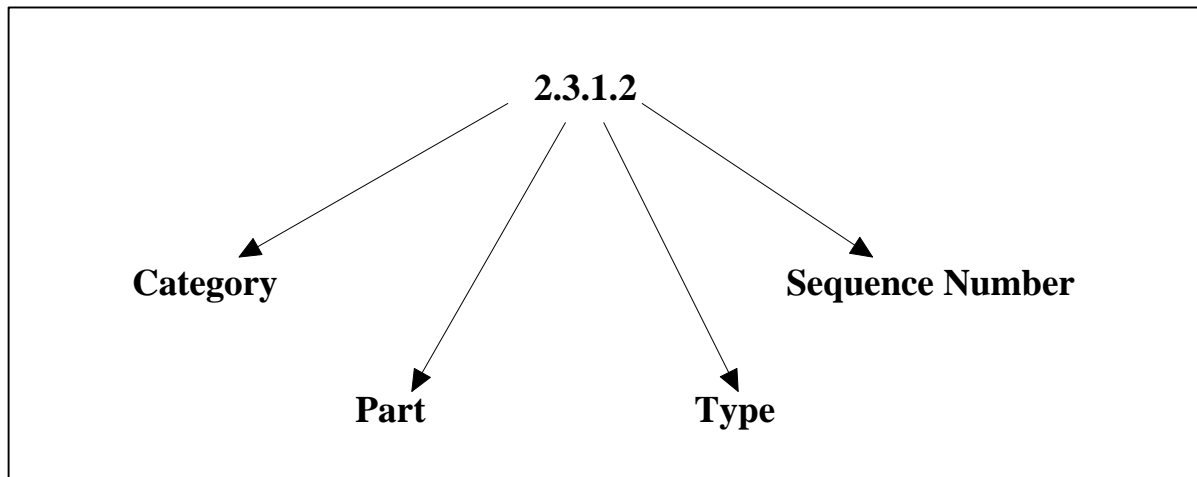


Figure 1

7. Metrics information gathered through the Metrics System Transition Application (MSTA) is stored in the DCMC Information Warehouse, an Oracle database administered by DCMDW. The information is available for analysis by all DCMC employees. The information is contained in process specific PowerPlay¹ files and Impromptu catalogs which are posted to the DCMC file server each month. Instructions for accessing and downloading the files are posted to the DCMC Homepage.

8. Field offices currently provide data through the MSTA's manual input screens. The DCMC Automated Metrics System (AMS), which is in development, will replace the MSTA screens during the next several months. The first two increments of the AMS are expected to be fully operational before the end of May 1997. Applications included in the first deployment are Preaward Surveys, Forward Pricing, Overhead Negotiations, Pricing & Negotiations, Flight Safety, Customer Support, FEDCAS, Process Improvements, Contingency CAS, MOCAS, Trailer Cards, Early CAS, Laboratory Testing, and Single Process Initiative. Increment 3, which is scheduled to be ready for deployment in August 1997, contains Property Management, Plant Clearance, Engineering Assessment, Contractor Performance Measurement, PLAS, Estimating Systems, Contract Audit Follow-Up, and Customer Priority List. The fourth increment, which includes Training, Terminations, Industrial Base Analysis, First Article, Packaging, Transportation, Service Standards, Environmental, Software Development, Performance Assessments, Specialized Safety, and Security is scheduled for deployment in November 1997.

¹ PowerPlay is a software product manufactured by the Cognos Corporation.

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INTRODUCTION

9. Figure 2 below shows the relationship of each metric to the top level metrics (The Rights). Metrics that appear in bold text are the top level metrics. Metrics that appear in normal text are complementary or feeder metrics.

Top Seven Metrics Relationship Matrix

Metrics Name	Metric Number	Right Item	Right Time	Right Price	Right Advice	Right Reception	Right Efficiency	Right Talent
New Early CAS Actions	1.2.3				x			
Repeat Requests for Early CAS	1.2.3.1				x			
Single Process Initiative	1.2.4				x			
Service Standard Survey Results	1.3.1				x			
Return on Investment Ratio	1.4.1			x				
Training Hours per Employee	1.8.1							x
Percent Courses Completed	1.8.1.1							x
Percent DAWIA Certified	1.8.1.2							x
Percent DAU Quotas Used	1.8.1.3							x
Completeness of the CAL	2.1.1.2				x			
Preaward Survey Timeliness	2.1.2				x			
Contractor Segments Covered by FPRAs	2.2.1.1			x				
Negotiation Cycle Time	2.2.2			x				
Overage UCAs On-Hand	2.2.2.1			x				
Amount of Property LDD	3.2.1			x				
Packaging Discrepancies/1K Shipments	3.4.1	x						
Shipping Document Cycle Time	3.5.2		x					
Percent Schedules On-Time	3.7.1		x					
Delay Forecast Coverage	3.7.1.1				x			
Delay Forecast Accuracy	3.7.1.2				x			
Percent Conforming Items	3.7.1.3	x						
Customer Priority List	3.7.2		x					
Delay Forecast Timeliness	3.7.2.1				x			
ECPs to Correct Design/1K Contracts	3.10.1	x						
M/C RFWs/RFDs per 1,000 Contracts	3.10.1.1	x						
Software Recommendations Adopted	3.10.1.6				x			
Class I ECP Cycle Time	3.10.2.2		x					
ACAT Program Surveys	3.11.1.1					x		
Trailer Card Responses	3.11.1.2					x		
Cost Overruns on Major Programs	3.12.1.4			x				
Schedule Slippage on Major Programs	3.12.2.1		x					
Termination Cycle Time	4.1.2						x	
Percent Overage	4.2.2.2						x	

Figure 2

10. A guide which outlines a process for identifying the outcomes customers expect and selecting metrics which will measure progress toward reaching those outcomes is included in this guidebook (Page 111).

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quantity of high grade civilian employees is reduced to below Agency goals.

Data Input Instructions: None. Data is extracted from DBMS quarterly.

Data Elements:

High Grades - The quantity of civilian employees on-board at the contract administration office at the end of the quarter who are at grade 14 and above.

1.1.6 Contractors Assigned Prime Contracts

Definition: The quantity of contractors under the cognizance of the contract administration office who have open prime contracts on-hand at the end of the period.

Population: Contractors to be included are all contractors under the cognizance of the contract administration office at the end of the period who have at least one open prime contract on-hand at the end of the period. *Note: For contractors who are assigned more than one Cage Code, count each CAGE Code as a separate contractor.*

Source: Data to populate this measure resides in Mechanization of Contract Administration Services (MOCAS). MOCAS report number UYCM21, CAR Selected Summary.

Computation: None. *Note: Offices that administer contracts which are not included in MOCAS must ensure contractors who are not otherwise included are added to the MOCAS report total.*

Stratification: The quantity of contractors who have open prime contracts on-hand is stratified by District and CAO. When the Automated Metrics System is deployed, stratification will expand to include Team.

Data Input Instructions: Enter the total quantity of contractors with open contracts into the corresponding cell on the Demographics screen of the DCMC Metrics System Transition Application (MSTA). *Note: The number in parentheses refers to the MST A cell designation shown on Page 19 of the MST A Users Guide.*

Data Element:

Contractors (4.2.16) - The quantity of contractors under the cognizance of the contract administration office who have at least one open prime contract on-hand at the end of the period. *Note: For contractors who are assigned more than one Cage Code, count each CAGE Code as a separate contractor*

1.1.7 On-Board Strength

Definition: The quantity of personnel employed by the contract administration office at the end of the period.

Population: All military and civilian employees, part-time as well as full-time, of the contract administration office on the last day of the period.

Source: Data currently resides in locally established logs and registers. When the Automated Metrics System is deployed, the data will reside in the DCMC Information Warehouse

Computation: None. The absolute quantity of people who are on the employment roles of the contract administration office at the end of the period is to be reported.

Stratification: The on-board strength is stratified by District, CAO, and Type, i.e., Military or Civilian.

Data Input Instructions: Enter the quantities for the data elements listed below into the

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corresponding cells on the Demographics screen of the DCMC Metrics System Transition Application (MSTA). *Note: The number in parentheses refers to the MST A cell designation shown on Page 19 of the MST A Users Guide.*

Data Elements:

Military Personnel On-Board (4.2.17) - The quantity of military personnel assigned to the contract administration office who are on-board on the last day of the period.

Civilian Personnel On-Board (4.2.18) - The quantity of full-time and part-time civilian personnel employed by the contract administration office who are on the payroll on the last day of the period.

1.1.8 Contract Management Efficiency

Note: Metric is temporarily retired while a new definition is developed.

1.1.9 Facilities

Definition: The quantity of DCMC Operating locations which exceed the DoD authorization of 130 square feet of office space per employee.

Population: All DCMC Operating locations.

Source: Data to populate this metric resides in General Services Administration (GSA) leases and Installation Support Agreements (ISAs).

Computation: To determine if an operating location exceeds the DoD authorization of 130 square feet of office space per employee, divide the quantity of square feet of useable office space at the operating location at the end of the calendar year by the quantity of employees assigned to the operating location at the end of the calendar year. If the result

is greater than 130, the operating location exceeds the authorization.

Stratification: The quantity of operating locations that exceed the DoD authorization is stratified by District and CAO.

Desired Outcome: The desired outcome is continuous improvement of the process so that the quantity of locations that are not in compliance with the DoD authorization of 130 square feet of office space per employee is reduced to zero.

Data Input Instructions: None.

Data Elements:

Employees - The absolute quantity of civilian and military employees on-board at the operating office at the end of the calendar year.

Useable Square Feet - The absolute quantity of square feet of office useable office space at the operating location at the end of the calendar year. *Note: Useable square feet is determined by subtracting the quantity of square feet of office space for special use from the total quantity of square feet of office space.*

Operating Location - A site where one or more DCMC employees occupies space which is identified in a GSA lease or in an ISA.

Data Constraints:

None.

Process Owner:

Business Office, AQBA, (703) 767-2458.

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1.2 Initiatives

Metric Operational Definitions:

1.2.1 Process Improvement Cost Savings and Avoidances

Definition: Cost savings is the dollar amount that contract values have been reduced, or the amount returned to the government as a result of DCMC participation in process improvement activities.

Note: Cost savings result after contract award and require a modification reducing contract value, collection of a check, or a reduction in outlays. Acquisition and DCMC operating cost avoidance is the amount government cost would have been higher were it not for DCMC's participation in process improvement activities. Note: A cost avoidance can relate to a procurement appropriation or the redistribution of a DCMC operating cost.

Population: All negotiated cost savings and estimated cost avoidances resulting from tangible process improvements completed by the contract administration office during the period. Included are benefits that resulted from system reviews where the process improvements that were recommended and adopted went beyond correcting contractual non-compliances; demonstrated process improvements resulting from teaming with contractors; and any contractor process change that was initiated as a Continuous Improvement Opportunities (CIOs).

Source: Data currently resides in locally established logs and registers. When the Automated Metrics System is deployed, the data will reside in the DCMC Information Warehouse

Computation: Monthly cost savings and avoidances are based on the delta increase in benefits from one month to the next, i.e., the growth recorded by the contract administration office during the month. Calculate acquisition cost savings and avoidances in current year dollars over a period not to exceed the active life of the longest existing contract influenced by a process improvement. Calculate DCMC operating cost savings and avoidances in current year dollars as supported by Performance Labor and Accounting System actual data and trend information. *Notes: Cost savings are reported as they are realized. Cost avoidances are reported on a one-time basis, however, additional amounts may be reported when they are identified. Parametric models to facilitate the calculation of monetary benefits have been distributed under separate cover.*

Stratification: Process Improvement Cost Savings and Avoidances are stratified by District and CAO.

Desired Outcome: The desired outcome is continuous improvement of the process so that DCMC continues to achieve additional cost savings and avoidances through process improvement activities.

Data Input Instructions: Enter the quantities for the data elements listed below into the corresponding cells on the Initiatives screen of the DCMC Metrics System Transition Application (MSTA). *Note: The number in parentheses refers to the MSTA cell designation shown on Page 29 of the MSTA Users Guide.*

Data Elements:

Note: The following data elements are also components of the Return on Investment (ROI) Ratio. A two-month total is also reported via fax from the DCMD Districts to AQOD.

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all organizational elements submit timely ASAs.

Data Input Instructions: None.

Data Elements:

Organizational Elements - The total quantity of DCMC organizational elements required to submit an annual statement of assurance. *Note: This includes Contract Administration Offices, District Headquarters, DCMC Headquarters Business Areas, and other organizational entities, e.g., Industrial Analysis Support Office, etc.*

Timely ASAs - The quantity of DCMC organizational elements that submit timely ASAs during the current fiscal year. *Note: CAO ASAs are considered timely if they arrive at the District on or before August 1st. District ASAs are considered timely if they arrive at the Headquarters on or before August 31st. Headquarter's Business Area ASAs are considered timely if they arrive at the Business Office on or before September 15th. The DCMC ASA is considered timely if it arrives at DLA Headquarters by October 1st.*

Data Constraints:

None.

Process Owner:

Performance Assessment Team, AQBC, (703)
767-2410

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1.6 Labor Relations

Metric Operational Definitions:

1.6.1 Reserved

1.6.1.1 Union Agreements

Definition: The percent of DCMC organizations that have union agreements in effect.

Population: All DCMC organizations which have the opportunity to establish a local labor union agreement.

Source: Data currently resides in locally established logs and registers. When the Automated Metrics System is deployed, the data will reside in the DCMC Information Warehouse.

Computation: The percent of DCMC organizations that have union agreements in effect is calculated by dividing the quantity of organizations in the population that have a union agreement in effect by the total quantity of organizations in the population and multiplying the result by 100.

Stratification: The percent of DCMC organizations that have union agreements in effect is stratified by District.

Desired Outcome: The desired outcome is continuous improvement of the process so that all DCMC organizations have union agreements in effect.

Data Input Instructions: None. Data to populate this metric will not be available until the Automated Metrics System is deployed.
Note: An interim data collection method

requires DCMC District offices to provide the information to AQBA each month.

Data Elements:

DCMC Organizations - The total quantity of DCMC organizations that have the opportunity to establish a local labor union agreement.

Union Agreements- The quantity of DCMC organizations that have local labor union agreement in effect.

1.6.1.2 Unfair Labor Practices (ULPs)

Definition: The quantity of unfair labor practices cases which are open at the end of the report period.

Population: The total quantity of open ULPs on-hand at the end of the report period.

Source: Data currently resides in locally established logs and registers. When the Automated Metrics System is deployed, the data will reside in the DCMC Information Warehouse.

Computation: The quantity of open ULPs is simply the sum of all ULPs in the population.

Stratification: The quantity of open ULPs is stratified by District and CAO.

Desired Outcome: The desired outcome is continuous improvement of the process so the quantity of open ULPs is reduced.

Data Input Instructions: None. Data to populate this metric will not be available until the Automated Metrics System is deployed.

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Note: An interim data collection method requires DCMC District offices to provide the information to AQBA each month.

Data Element:

Open ULPs - The total quantity of Unfair Labor Practices cases that are open at the end of the report period. *Note: ULPs are actions specified in 5 USC 7116 which management and unions must avoid in dealing with each other or with employees.*

1.6.1.3 Grievances

Definition: The quantity of union grievances which are open at the end of the report period.

Population: The total quantity of open union grievances on-hand at the end of the report period.

Source: Data currently resides in locally established logs and registers. When the Automated Metrics System is deployed, the data will reside in the DCMC Information Warehouse.

Computation: The quantity of open union grievances is simply the sum of all union grievances in the population.

Stratification: The quantity of union grievances is stratified by District and CAO.

Desired Outcome: The desired outcome is continuous improvement of the process so the quantity of union grievances is reduced.

Data Input Instructions: None. Data to populate this metric will not be available until the Automated Metrics System is deployed. *Note: An interim data collection method*

requires DCMC District offices to provide the information to AQBA each month.

Data Element:

Union Grievances - The total quantity of union grievances that are open at the end of the report period. *Note: Union grievance means any complaint by any labor organization concerning any matters relating to the employment of an employee or concerning (i) the effect or interpretation, or a claim of breach, or of collective bargaining agreement; or (ii) any claimed violation, misinterpretation, or misapplication of any law, rule, or regulation affecting conditions of employment; 5 USC 7103(9).*

Data Constraints:

None.

Process Owner:

Business Office, (703) 767-2458.

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1.7 Reserved

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2.3 Reserved

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3.3 Reserved

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Stratification: The average rating is stratified by District, CAO, Service, Buying Activity, and Product.

Desired Outcome: The desired outcome is continual improvement of the process so that the average rating for overall satisfaction increases.

Data Input Instructions: None. Data to populate this metric will not be available until the Automated Metrics System is deployed.

Data Elements:

Trailer Cards - The total quantity of trailer cards received during the period.

Overall Satisfaction - Responses, on the scale of 1 to 6, to the overall satisfaction question stated on all trailer cards received during the period.

Data Constraints:

None.

Process Owner:

Customer Support Team, AQOA, (703) 767-2392.

3.12 Contractor Performance Measurement (CPM)

Purpose: To monitor contractor's compliance with DoD Cost/Schedule Control System Criteria (C/SCSC), or other contractual CPM requirements, and assessing the cost/schedule progress on a contract.

Metric Operational Definitions:

3.12.1 Cost Overruns on Major Programs

Definition: The percentage of contracts containing Cost/Schedule (C/S) reporting requirements that have projected cost overruns of 10 percent or greater.

Population: All open contracts on-hand at the contract administration office at the end of the period that are not physically complete and that contain C/S reporting requirements.

Source: Data currently resides in locally established logs and registers. When the Automated Metrics System is deployed, the data will reside in the DCMC Information Warehouse.

Computation: The percentage of contracts with projected cost overruns of 10 percent or greater is calculated by dividing the quantity of contracts with projected cost overruns of 10 percent or greater by the quantity of contracts in the population and multiplying the result by 100.

Stratification: The percent is stratified by District and CAO. When the AMS is deployed, stratification will expand to include Service, Buying Activity, Program, or Contractor.

Desired Outcome: The desired outcome is continuous improvement of the C/S process so that the percentage of contracts with an cost overruns of 10 percent or greater is reduced.

Data Input Instructions: None. Data to populate this metric will not be available until the Automated Metrics System is deployed.

Data Elements:

C/S Contracts - The quantity of open contracts on-hand at the contract administration office at the end of the period that are not physically complete and that contain C/S reporting requirements, i.e., CPR, C/SSR.

Cost Overruns - The quantity of open contracts on-hand at the contract administration office at the end of the period that are not physically complete and that contain C/S reporting requirements where a cost overrun of 10 percent or greater exists.
Note: To determine if a cost overrun of 10 percent or greater exists, subtract the contract budget base amount from the estimate at completion and divide the result by the contract budget base.

3.12.2 Schedule Slippages on Major Programs

Definition: The percentage of contracts containing Cost/Schedule (C/S) reporting requirements that have a cumulative unfavorable schedule variance of 10 percent or greater.

Population: All open contracts on-hand at the contract administration office at the end of the period that are not physically complete and that contain C/S reporting requirements.

DCMC Metrics Guidebook

Source: Data currently resides in locally established logs and registers. When the Automated Metrics System is deployed, the data will reside in the DCMC Information Warehouse.

Computation: The percentage of contracts with cumulative unfavorable schedule variances of 10 percent or greater is calculated by dividing the quantity of contracts with cumulative unfavorable schedule variances of 10 percent or greater by the quantity of contracts in the population and multiplying the result by 100.

Stratification: The percent is stratified by District and CAO. When the Automated Metrics System is deployed, stratification will expand to include Service, Buying Activity, Program, or Contractor.

Desired Outcome: The desired outcome is continuous improvement of the C/S process so that the percentage of contracts with an unfavorable schedule variance of 10 percent or greater is reduced.

Data Input Instructions: None. Data to populate this metric will not be available until the Automated Metrics System is deployed.

Data Elements:

C/S Contracts - The quantity of open contracts on-hand at the contract administration office at the end of the period that are not physically complete and that contain C/S reporting requirements, i.e., CPR, C/SSR.

Schedule Variances - The quantity of open contracts on-hand at the contract administration office at the end of the period that are not physically complete and that

contain C/S reporting requirements where a cumulative unfavorable schedule variance of 10 percent or greater exists. Note: To determine if a cumulative unfavorable schedule variance of 10 percent or greater exists, subtract the cumulative budgeted cost of work scheduled (BCWS) from the cumulative budgeted cost of work performed (BCWP) and divide the result by the BCWP.

Data Constraints: None

Process Owner:

Contractor Capability and Proposal Analysis Team, AQOD, (703) 767-3384.

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3.13 Environmental

Purpose: To integrate the performance of other contract management functions with environmental concerns. To preclude environment problems associated with current contract performance and to avoid future Government liability.

Metric Operational Definitions:

3.13.1 Environmental Integration

Definition: The percentage of contracts received where an environmental concern is recognized.

Population: All contracts received by the contract administration office during the period.

Source: Data currently resides in locally established logs and registers. When the Automated Metrics System is deployed, the data will reside in the DCMC Information Warehouse.

Computation: The percent of contracts received where an environmental concern is recognized is calculated by dividing the quantity of contracts in the population where an environmental concern is recognized by the total quantity of contracts in the population and multiplying the result by 100.

Stratification: The percent environmental concerns is stratified by District, CAO, and Contractor.

Desired Outcome: The desired outcome is continuous improvement of the process to ensure environmental concerns are recognized in the early stages of contract performance.

Data Input Instructions: None. Data to populate this metric will not be available until the Automated Metrics System is deployed.

Data Elements:

Contracts Received - The quantity of contracts received for primary administration by the contract administration office during the month.

Environmental Concerns - The quantity of environmental concerns identified by the contract administration office during the period.

3.13.1.1 Pollution Prevention

Definition: The quantity of Joint Group on Acquisition Pollution Prevention (JG-APP) sites and opportunities initiated.

Population: All JG-APP sites and pollution prevention opportunities on-hand at the end of the fiscal year.

Source: Data currently resides in locally established logs and registers. When the Automated Metrics System is deployed, the data will reside in the DCMC Information Warehouse.

Computation: The portion of JG-APP sites and pollution prevention opportunities in the population that were added or initiated during the current fiscal year.

Stratification: The quantity of Joint Group on Acquisition Pollution Prevention (JG-APP) sites and pollution prevention opportunities initiated is stratified by District, CAO, and Contractor.

4.2 Contract Closeout

Purpose: To ensure that the proper actions are taken, including those relating to funds reconciliation, patent and royalty reporting, plant clearance, property administration, and security, so that contracts can be closed within the time standards set forth in the Federal Acquisition Regulation (FAR). *Note: The FAR allows the contract administration office the following quantity of months to close the contract following the month in which final acceptance occurred: firm fixed price unilateral contracts - 3 months; fixed price bilateral - 6 months; time and material and labor hour contracts - 20 months; and cost type contracts - 36 months.*

Metric Operational Definitions

4.2.1 Reserved

4.2.2 Contract Closeout Cycle Time

Definition: The average quantity of days required by the contract administration office to close out contracts during the period.

Population: All contracts closed by the contract administration office during the period.

Source: Data to populate the metric resides in the Mechanization of Contract Administration Services (MOCAS) system.

Computation: Contract closeout cycle time is measured in days. To determine the closeout cycle time for an individual contract, subtract the Julian date of the final acceptance from the Julian date the contract was closed. The average cycle time is determined by adding the individual cycle times of all contracts in the

population and dividing the sum by the quantity of contracts in the population.

Stratification: Contract closeout cycle time is stratified by District, CAO, Closing Time Group, Contractor, Service, Buying Activity, CAR Part, and Team.

Desired Outcome: The desired outcome is continuous improvement of the process so that average closeout cycle times are reduced without a loss of quality or an increase in cost.

Data Input Instructions: None. Data to populate this metric is currently being gathered from the MOCAS data bases using the "Spectra" query tool. When the Automated Metric System is deployed, it will not be necessary to generate a query.

Data Elements:

Days to Close - The total quantity of days required by the contract administration office to close all contracts closed during the period.

Quantity Closed - The total quantity of contracts which were closed by contract administration office during the period.

4.2.2.1 Canceling Funds

Definition: The amount of funds on contract that are eligible to cancel at the end of the current fiscal year .

Population: All contracts under the cognizance of the contract administration office at the end of the period which contain funds which are eligible to cancel at the end of the current fiscal year.

Source: Data to populate this metric resides in the Mechanization of Contract Administration Services (MOCAS) system.

Computation: The amount of funds on contract that are eligible to cancel at the end of the current fiscal year is calculated by totaling all amounts of canceling funds in the population.

Stratification: The amount of funds on contract that are eligible to cancel at the end of the current fiscal year is stratified by District, CAO, Contract Type, Contractor, Service, Buying Activity, CAR Part, and Team.

Desired Outcome: The desired outcome is continuous improvement of the process so that the amount of funds on contract that are eligible to cancel at the end of the current fiscal year is reduced.

Data Input Instructions: None. Some of the data necessary to populate this metric is currently being gathered from the MOCAS data bases using the “Spectra” query tool. When the Automated Metrics System is deployed, it will not be necessary to generate a query. *Note: An interim data collection method requires District offices to telephone contents of a MOCAS report to the Headquarters each month.*

Data Elements:

Amount Eligible to Cancel - The total amount of funds on all contracts on-hand at the contract administration office at the end of the period which contain funds which are eligible to cancel at the end of the current fiscal year. *Note: This amount is identified on MOCAS Report No. UNFA690E.*

4.2.2.2 Percent Overage

Definition: The percentage of contracts which are physically complete that have not closed within the time standards set forth in the Federal Acquisition Regulation (FAR).

Population: All ACO assigned contracts under the cognizance of the contract administration office at the end of the period which, although all supplies and services are completed and accepted, are not closed. *Note: The quantity of contracts on which supplies and services are completed and accepted and not closed is equal to the quantity of contracts in Part A Section 2 of the Contract Administration Report. Contracts on which supplies and service are completed and accepted which have not moved to Section 2 will not be included.*

Source: Data to populate this metric resides in the Mechanization of Contract Administration Services (MOCAS) system.

Computation: The percent overage is calculated by dividing the quantity of contracts in the population which are overage by the total quantity of contracts in the population. Multiply by 100. *Note: To determine if a contract is overage, compare the overage date in MOCAS to the date of the last day of the period. If the overage date is before the date of the last day of the period, the contract is overage and is to be included in the above calculation. If the contract is not in MOCAS, the determination can be made by first adding the quantity of months allowed by the FAR to the month in which final acceptance occurred. This will equal the overage month. If the date of the last date of the overage month is before the date of the last date of the period, the contract is overage and is to be included in the above calculation.*

Stratification: The percent overage is stratified by District, CAO, Contract Type,

Contractor, Service, Buying Activity, Overage Reason Codes, CAR Part, and Team.

Property Management, Contract Closeout, and Terminations Team, AQOE. (703) 767-3429.

Desired Outcome: The desired outcome is continuous improvement of the process so that the percentage of physically complete contracts which are overage is reduced.

Data Input Instructions: None. Data to populate this metric is currently being gathered from the MOCAS data bases using the “Spectra” query tool. When the Automated Metrics System is deployed, it will not be necessary to generate a query.

Data Elements:

Quantity Physically Complete - The total quantity of contracts on-hand at the contract administration office at the end of the period residing in CAR **Part A** Section 2.

Quantity Overage - The total quantity of **ACO assigned** contracts on-hand at the contract administration office at the end of the period for which all supplies and services have been accepted which were not closed within the timeframes set forth in the FAR.

Data Constraints:

The above metrics are dependent on the contract administration offices thoroughness in maintaining the integrity of the Contract Administration Report, especially in respect to ensuring contracts are placed in the correct section of the report. Most of the metrics in this part are derived from data residing in Section 2 of the CAR. If contracts which should be in Section 2 are not placed there in a timely manner, such metrics as percent overage and average age will be affected proportionately.

Process Owner:

4.3 Plant Clearance

Purpose: To screen, redistribute, and dispose of excess government property which is no longer needed by contractors to perform on their contracts.

Metric Operational Definitions:

4.3.1 Percent of Excess Property Reutilized and Sales Proceeds

Definition: The percent of available property reutilized plus proceeds received during the period.

Population: The total acquisition cost of property dispositioned during the period.

Source: Data to populate this metric resides in the DCMC Automated Disposition System (DADS).

Computation: The percent reutilized is calculated by dividing the sum of the value of property reutilized within the federal Government or donated to state and local governments plus the amount of sale proceeds for sales of surplus property by the population and multiplying the result by 100.

Stratification: Percent reutilization is stratified by District, CAO, and Service.

Desired Outcome: Continuous improvement of the process to maximize the return on customer assets by increasing the percentage of excess assets that are reutilized plus and proceeds from sales.

Data Input Instructions: None. Data to populate this metric will not be available until the Automated Metrics System is deployed.

Data Elements:

Acquisition Cost of Property Dispositioned

- The total acquisition cost of all property included in all plant clearance cases closed by the contract administration office during the period.

Acquisition Cost of Property Reutilized

- The acquisition cost of all property included in plant clearance cases closed by the contract administration office during the period that was disposed through the reutilization of the property.

Amount of Sales Proceeds - The dollar amount realized from sales of surplus government property that occur during the period.

4.3.1.1 Government Property Reutilization

Definition: The acquisition cost of all Government property reutilized as the result of plant clearance actions through redistribution to the Army, Navy, Air Force, and other DoD agencies, NASA, and other Government agencies.

Population: All plant clearance actions completed by the contract administration office during the two-month period. *Note: This does not include property donated to state and local governments.*

Source: Data currently resides in locally established logs and registers. When the Automated Metrics System is deployed, the data will reside in the DCMC Information Warehouse.

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This portion of the DCMC Metrics Guidebook is intended to provide users with an abbreviated definition of all metrics. For a more complete definition of each metric, please refer to the page shown within the parenthesis.

1.0 General Management

1.1.1 Prime Contracts On-Hand - The quantity of open contracts assigned for primary administration (Page 1).

1.1.2 Obligated Amount of Prime Contracts - The obligated dollar amount of open prime contracts assigned for administration (Page 2).

1.1.3 Unliquidated Amount of Prime Contracts - The unliquidated dollar amount of open prime contracts assigned for administration (Page 3).

1.1.4 Supervisory Ratio - The ratio of non-supervisory civilian employees to civilian supervisors (Page 4).

1.1.5 High Grades - The quantity of civilian employees in grades 14 and above (Page 4).

1.1.6 Contractors Assigned Prime Contracts - The quantity of contractors under the cognizance of a contract administration office who have open prime contracts on-hand (Page 5).

1.1.7 On-Board Strength - The quantity of personnel employed by the contract administration office (Page 5).

1.1.8 Contract Management Efficiency (Right Efficiency) - *Metric temporarily disused.* (Page 6).

1.1.9 Facilities - The quantity of DCMC operating locations which exceed the DoD authorization of 130 square feet of office space per employee (Page 6).

1.2.1 Process Improvement Cost Savings and Avoidance - The amount that contract values have been reduced, or the amount returned to the government as a result of DCMC participation in process improvement activities and the amount government cost would have been higher were it not for DCMC's participation in process improvement activities (Page 8).

1.2.2 FEDCAS Activity - The amount of contract administration office activity involving non-DoD delegations quantified by the quantity of delegations, obligated amount, and reimbursable hours earned (Page 9).

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1.2.3 New Early CAS Actions (Right Advice) - The quantity of new Early CAS actions on-hand at the contract administration office (Page 10).

1.2.3.1 Repeat Requests for Early CAS - The quantity of repeat requests for Early CAS (Page 12).

1.2.4 Single Process Initiative - The percent of processes submitted that result in a block change contract modification (Page 12).

1.3.1 Service Standard Survey Results - The percent of internal service standard survey questions answered affirmatively (Page 14).

1.4.1 Return on Investment Ratio (Right Price) - The relationship of amounts saved and avoided to the amount expended to operate DCMC (Page 15).

1.5.1 Internal Operational Assessments - The percent of scheduled internal operational assessments conducted (Page 17).

1.5.1.1 Unit Self Assessments - The percent of DCMC organizational elements that have conducted a unit self assessment (Page 17).

1.5.1.2 Management Control Reviews - The percent of scheduled management reviews conducted (Page 18).

1.5.2 Annual Statements of Assurance - The percent of DCMC organizational elements that submit timely annual statements of assurance (Page 18).

1.6.1 Reserved (Page 20).

1.6.1.1 Union Agreements - The percent of DCMC organizations that have a union agreement in effect (Page 20).

1.6.1.2 Unfair Labor Practices - The quantity of open unfair labor practice cases (Page 21).

1.6.1.3 Grievance - The quantity of open union grievances (Page 21).

1.7.1 Reserved (Page 23).

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1.8.1 Training Hours per Employee (Right Talent) - The average annual quantity of training hours received per DCMC employee compared to industry benchmark (Page 27).

1.8.1.1 Percent Courses Completed - The percentage of training needs listed on individual development plans that are completed (Page 27).

1.8.1.2 Percent DAWIA Certified - The percent of DCMC acquisition workforce employees certified at the appropriate level (Page 28).

1.8.1.3 Percent DAU Quotas Used - The percent of allocated training spaces used (Page 28).

2.0 Preaward

2.1.1.2 Completeness of the Contractor Alert List - The percentage of contractors having poor current performance records that are listed on the CAL (Page 31).

2.1.2 Preaward Survey Timeliness - The percentage of preaward surveys completed on or before the original date required by the buying activity (Page 32)

2.2.1 Contracting Office Price Negotiations Savings and Avoidances - The amount saved and avoided as the result of contracting office price negotiations (Page 33).

2.2.1.1 Percent of Contractor Segments Covered by Forward Pricing Rate Agreements - The percentage of contractor segments requiring forward pricing rate reviews that have a forward pricing rate agreement in place (Page 34).

2.2.1.2 Quantity of Price Negotiations - The quantity of DCMC price negotiations completed (Page 34).

2.2.1.3 Cost Accounting Standards Savings - The amount saved as the result of settling cost accounting standards non-compliance issues (Page 35).

2.2.1.4 Contractor Insurance Pension Review Savings and Avoidances - The amount saved and avoided as the result of settling cost issues identified in contractor insurance pension review reports (Page 36).

2.2.2 Negotiation Cycle Time - The average quantity of days required to complete price negotiations (Page 36).

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2.2.2.1 Overage Undefined Contract Actions On-Hand - The percent of undefined contract actions on-hand that are overage (Page 37).

2.2.2.2 Voluntary Refund Actions - The total amount of voluntary refunds made by contractors to the contract administration office (Page 38).

2.2.2.5 Aging of Unresolved Audit Reports - The average age of unresolved reportable audit reports (Page 39).

2.2.2.6 Cycle Time for Resolution of Audit Reports - The average quantity of days required to resolve reportable audit reports (Page 39).

2.2.2.7 Aging of Undisposed Audit Reports - The average age of reportable audit reports that have not been dispositioned (Page 40).

2.2.2.8 Cycle Time to Disposition Audit Reports - The average quantity of days required to disposition reportable audit reports (Page 40).

2.2.2.9 Aging of Estimating System Deficiencies - The age of deficiencies identified in contractor estimating systems (Page 41).

2.3.2 Taskings Completed by Due Date - The percentage of Industrial Base Capability Data Collection Taskings completed by the requester's due date (Page 43).

3.0 Postaward

3.2.1 Amount of Loss, Damage and Destruction - The dollar amount of DoD property in the possession of contractors and their subcontractors which is lost, damaged, or destroyed (Page 45).

3.2.1.1 Reduction in the Amount of DoD Property - The percent reduction of the acquisition cost of DoD property in the possession of DoD contractors (Page 46).

3.2.1.2 Percent of Property Reported Excess - The percent of the acquisition cost of Government property that was reported excess (Page 47).

3.2.1.3 Unauthorized Use of Government Property - The amount of reimbursement checks received as compensation for the unauthorized use of Government property (Page 47).

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3.4.1 Packaging Discrepancies per 1,000 Shipments - The quantity of discrepancy reports received by the contract administration office that contain a packing discrepancy code or other indication that the discrepancy was attributable to inadequate packaging or marking for each 1,000 shipments made (Page 51).

3.5.2 Cycle Time to Process Shipping Documents - The average quantity of days the contract administration office requires to respond to contractor Applications for U.S. Government Shipping Documentation Instructions, DD Form 1659 (Page 53).

3.7.1 Percent of Deliveries Schedule On-Time (Right Time) - The percent of deliveries schedules due that were delivered in accordance with the original delivery terms of the contract adjusted by excusable delays (Page 55).

3.7.1.1 Delay Forecast Coverage - The percent of delinquent delivery schedules that were reported (Page 55).

3.7.1.2 Delay Forecast Accuracy - The percent of delinquent delivery schedules covered by a delay report that contains a current delivery forecast (Page 56).

3.7.1.3 Percent Conforming Items (Right Item) - The percent of source inspected and accepted material which is found useable during laboratory testing (Page 57).

3.7.1.4 Corrective Action Request Cost Avoidance - The cost of all rework and repair to products classified as unusable to the customer and reported by a corrective action request which resulted from either an in-process or end item product audit (Page 57).

3.7.2.1 Delay Forecast Timeliness - The percent of delinquent delivery schedules that were reported before the delivery schedules became delinquent (Page 59).

3.8.1 Class A Mishaps - The quantity of reportable, Class A, flight and flight related mishaps that occur at flight facilities (Page 61).

3.8.1.1 Class B/C Mishaps - The quantity of reportable Class B and Class C flight and flight related mishaps that occur at flight facilities (Page 62).

QUICK REFERENCE GUIDE

3.8.1.2 Percentage of Flights and Hours Flown - The percentage of acceptance check, functional check, and other flights and flight hours flown by military-only, contractor-only, mixed, and military-only-TDY flight crews (Page 63).

3.8.2 Aircraft On-Site/Accepted - The quantity of aircraft that are on-site or accepted by flight facilities (Page 65).

3.9.1 Safety Mishap Rate - The quantity of contractors that have contracts that contain safety and fire prevention clauses for each mishap that occurs (Page 67).

3.10.1 Engineering Change Proposals to Correct Design per 1,000 Contracts - The quantity of Class I Engineering Change Proposals processed to correct design errors per 1,000 contracts on-hand (Page 69).

3.10.1.1 Major/Critical Requests for Waiver/Deviation per 1,000 Contracts - The quantity of major/critical requests for waiver/deviation processes per 1,000 contracts on-hand (Page 70).

3.10.1.2 Requests For Waiver/Deviation Recur Rate - The percentage of major/critical requests for waiver or deviation that are repeat requests made for the same or similar incidents (Page 70).

3.10.1.3 Software Process Evaluations on Contractors - The quantity of software process evaluations performed on contractors in support of Software CAS and Early CAS (Page 71).

3.10.1.4 Software Process Evaluations on Government Agencies - The quantity of software process evaluations performed on Government agencies (Page 72).

3.10.1.5 Software Recommendations Made - The percent of software surveillance comments made prior to the coding and unit test phase (Page 72).

3.10.1.6 Software Recommendations Adopted - The percent of software surveillance comments adopted prior to the coding and unit test phase (Page 73).

3.10.1.7 Software Professional Development Program Registration Certification - The percent of personnel performing Software CAS/Early CAS who are registered in the software professional development program and the percent of registered personnel who are certified at levels II and III (Page 74).

3.10.2 Engineering Change Proposal Processing Time - The average quantity of days required to process ECPs (Page 75).

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3.10.2.1 Requests For Waiver/Deviation Processing Time - The average quantity of days required to process requests for major critical waivers and deviations (Page 76).

3.10.2.2 Class I Engineering Change Proposal Cycle Time - The average quantity of days required to process and disposition Class I ECPs (Page 76).

3.10.2.3 Request For Waiver/Request For Deviation Cycle Time - The average quantity of days required by the contract administration office to process and disposition requests for major critical waivers and deviations (Page 77).

3.10.2.4 Percent Engineering Change Proposal, Request for Waiver/Deviation Recommendations Submitted On-Time - The percent of Class I engineering change proposal and request for waiver/deviation assessments and recommendations submitted on-time (Page 78).

3.11.1.1 ACAT Program Surveys (Right Reception) - The average rating received in response to the overall support question on ACAT customer satisfaction surveys (Page 80).

3.11.1.2 Trailer Card Responses - The average rating received in response to the overall satisfaction question on Trailer Cards (Page 80).

3.12.1 Cost Overruns on Major Programs - The percent of contracts containing cost/schedule reporting requirements that have projected cost overruns of 10 percent or greater (Page 82).

3.12.2 Schedule Slippages on Major Programs - The percent of contracts containing cost/schedule reporting requirements that have a cumulative unfavorable schedule variance of 10 percent or greater (Page 82).

3.13.1 Environmental Integration - The percent of contracts received where an environmental concern is recognized (Page 88).

3.13.1.1 Pollution Prevention - The quantity of Joint Group on Acquisition Pollution Prevention sites and opportunities initiated (Page 88).

4.0 Closeout

4.1.1 Termination Contracting Officer Negotiated Settlements Savings - The amount saved as the result of termination contracting officer settlement negotiations completed (Page 90).

4.1.2 Termination for Convenience Cycle Time - The average quantity of days required to close termination for convenience dockets (Page 90).

QUICK REFERENCE GUIDE

4.2.2 Contract Closeout Cycle Time - The average quantity of days required to close contracts (Page 92).

4.2.2.1 Canceling Funds - The total amount eligible to cancel at the end of the fiscal year (Page 92).

4.2.2.2 Percent Overage - The percentage of ACO assigned contracts which are physically complete and have not closed within the time standards set forth in the Federal Acquisition Regulation (Page 93).

4.3.1 Percent of Excess Property Reutilized and Sales Proceeds - The percent of available property reutilized plus proceeds received (Page 95).

4.3.1.1 Government Property Reutilized - The acquisition cost of all Government property reutilized as the result of plant clearance actions through redistribution (Page 95).

4.4.1 Open Overhead Negotiations - The quantity of open overhead years (Page 97).

4.4.1.1 Final Overhead Negotiation Savings - The amount saved as the result of negotiation in the settlement of final overhead rates (Page 97).

4.5.1 Litigation Cost Savings and Avoidances - The dollar amount saved or returned to the Government as the result of court or administrative judgments or negotiated settlements of legal proceedings arising out of a DCMC action (Page 99).

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